

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
Farnes et al.) Examiner: Choi, Peter
Serial No.: 10/043,756) Art Unit: 3623
Filed: January 09, 2002) Conf. No: 7287
For: Method and System for)
Implementing Total Customer)
Experience Action Planning)

)

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Amendment and Response to Office Action

Dear Sir:

In response to the Office Action mailed November 29, 2007 Applicants respectfully request reconsideration of the above referenced patent application. Please consider the following remarks and amendments for allowance of the above-identified patent application.

Amendments to the Claims begin on page 2 of this response.

Remarks begin on page 7 of this response.